

AGENDA

Clinical Advisory Panel



May 1, 2003

10:00 AM – 2:00 PM*

**US Bank Building, 980 Ninth Street, 2nd Floor Conference Room
Sacramento, CA**

I. IMR Update - HMO Help Center

Objective: To provide a summary of the IMR (independent medical review) system and trends in applications and results; an overview of the current process; and quality assurance efforts.

Facilitator: Tom Gilevich, Counsel HMO Help Center.

II. Phase II Report – The Institute of Medical Quality (IMQ) Phase II Report

Objective: To provide information regarding patients' experiences with California's IMR system. Phase I focused on consumers involved in the process under the 1999-2000 provisions of the Friedman-Knowles Act (experimental and investigational treatments). In Phase II, the study evaluated responses from those participating in the current system administered through the Department of Managed Health Care during 2001.

Facilitator: Jill Silverman, IMQ

III. DMHC Outreach Program

Objective: To outline HMO Help Center efforts to provide information to consumers, providers, and other stakeholders regarding the IMR program and the availability of assistance from the Department and to outline future proposals and initiatives.

Facilitator: Donna Whittington, Consultant, HMO Help Center.

IV. Panel comments regarding DMHC access regulations

Objective: To consult with Panel members and obtain comments on the current status of the Department's proposed regulations to provide for timely access to managed care services, pursuant to Health and Safety Code section 1367.03 (A.B. 2179).

Facilitator: Tom Gilevich, Counsel, HMO Help Center.

V. Scheduling and agenda items for next Clinical Advisory Panel meeting.

Facilitators: Tom Gilevich/Phillis Soresi

(*In limited occurrences or due to unforeseen circumstances, there may be a change to the order of agenda items. Public comment will be taken after each agenda item. The adjournment time of the meeting is approximate.)

Special accommodations for persons, such as sign language interpreter services, are available for persons to attend the meeting. Please request any such services at least seven days in advance of the meeting. This agenda is available on the Department of Managed Health Care's web site at www.hmohelp.ca.gov. Please direct requests for accommodations to Phillis M. Soresi at (916) 324-9034 or psoresi@dmhc.ca.gov, Department of Managed Health Care, 980 9th Street, Suite 500, Sacramento, CA 95814.